

**IN THE UNITED STATES PATENT AND**  
**TRADEMARK OFFICE**

**In the application of :** HESSION, Patrick  
                                  : McCORMACK, Tony  
                                  : HICKEY, James  
**Serial No.**               : 10/741,518  
**Filed**                      : December 19, 2003  
**For**                        : Methods Of Monitoring Communications Sessions In  
                                 A Contact Centre  
**Examiner**                  : Tieu, Benny Quoc  
**Art Unit**                  : 2614

**RESPONSE TO OFFICE ACTION OF JANUARY 4, 2007**

Honorable Director of Patents and Trademarks  
PO Box 1450  
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of January 4, 2007, the Applicants make the following amendments and remarks: